



HP Workforce Experience (WXP) Solution Brief

HP WXP is a modular, AI-powered platform delivering complete visibility and control across your digital workplace. Bring together device performance, employee feedback, and IT insights in one place to help reduce downtime, improve productivity, and lower support costs.

Overview

Modern organisations rely on technology to keep their operations running smoothly. Yet slow devices, software issues, and repetitive IT tickets can disrupt productivity and frustrate employees.

The HP Workforce Experience Platform (WXP) helps eliminate these challenges by giving IT teams powerful tools to monitor device health, proactively resolve issues, and improve the overall digital experience for employees.

WXP is an AI powered solution that continuously analyses your device fleet, predicts issues before they escalate, and automates fixes — all while giving IT teams actionable insights to make faster, smarter decisions.



What WXP Helps You Achieve



Reduce Employee Downtime

WXP detects performance issues early and can automatically resolve many common problems before they disrupt employee workflows.



Give IT Teams Full Visibility

A unified dashboard provides a complete view of every device across your organisation, including PCs, Macs, printers, and collaboration equipment.



Lower Operational Costs

By reducing ticket volumes, improving asset utilisation, and providing accurate planning data, WXP enables IT teams to optimise budgets.



Improve Employee Experience

Built in surveys and sentiment analysis reveal how employees feel about their technology, helping IT teams prioritise improvements that matter.



Strengthen Security and Compliance

WXP monitors configuration and security settings, identifies non compliant devices, and alerts teams to potential risks.



“WXP isn’t just another tool—it’s become part of our daily culture. It gives us the data to make fact-based decisions, drive proactive services, and remove guesswork for both our teams and our clients.”

- Steve Dixon, Head of Product and Professional Services, Xeretec

What WXP Can Do

Monitoring and Insights

- ▶ Track device health, performance, and potential risks
- ▶ Identify issues before they cause disruption
- ▶ Provide detailed analytics across the entire fleet

Asset Management

- ▶ View device age, usage, and lifecycle status
- ▶ Plan refresh cycles based on real world data

Automatic Fixes (Remediations)

- ▶ Resolve common issues such as low storage, app failures, or misconfigurations
- ▶ Reduce manual effort through automated remediation

Security and Compliance

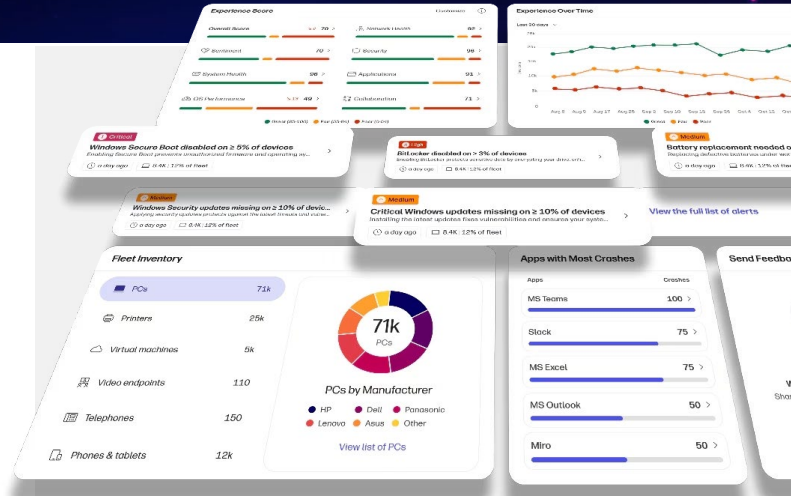
- ▶ Monitor key security and configuration settings
- ▶ Ensure devices adhere to company policies
- ▶ Detect unusual or high risk activity

Service Desk Support

- ▶ Give IT actionable insights to speed up ticket resolution
- ▶ Empower users with self service troubleshooting options

Business Insights and Engagement

- ▶ Collect and analyse employee feedback
- ▶ Measure satisfaction with workplace technology
- ▶ Identify trends and opportunities for improvement



AI Enhanced Capabilities

Smart PC Refresh

Uses AI to identify devices that genuinely need replacing, helping reduce unnecessary hardware spending.

Further Benefits

Anomaly Detection — Identifies unusual performance patterns that may indicate future device issues.

Prevents downtime before it happens — by spotting abnormal behaviour early, IT can fix issues before employees are impacted.

Reduces support tickets — fewer unexpected failures mean less time spent logging and resolving issues.

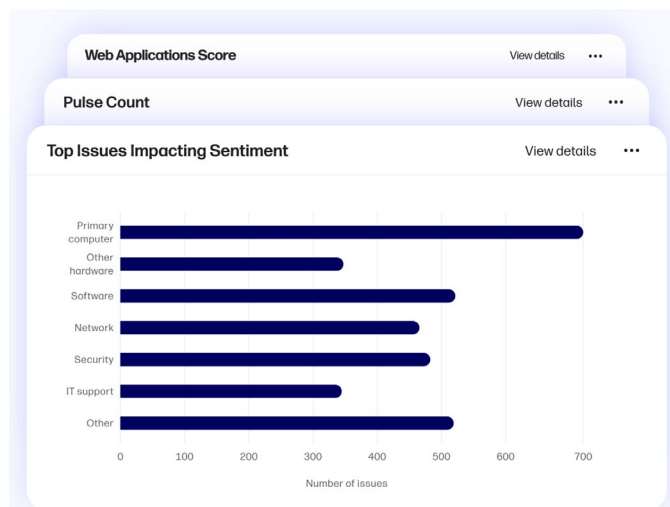
Improves device reliability — detecting memory spikes, CPU anomalies, or failing components early extends device life.

Protects productivity — employees stay focused because they’re not disrupted by sudden slow-downs or crashes.



Fleet Explorer

Fleet Explorer is an AI-powered assistant that allows IT teams to ask natural-language questions about their device estate, such as "Which devices are running low on storage?" or "Which laptops need updates today?". Instead of spending time navigating dashboards and reports, IT teams can receive instant answers, helping to significantly reduce administration time and speed up troubleshooting. By making it easier to identify outdated, underperforming, or at-risk devices, Fleet Explorer also supports better decision-making across the wider IT estate. Its conversational interface simplifies platform use and reduces training requirements, allowing more users to interact with the system using everyday language.



Sentiment Analysis

Sentiment Analysis helps organisations better understand the employee technology experience by summarising user feedback and identifying recurring themes, frustrations, and opportunities for improvement. This gives IT teams greater visibility into how staff feel about their devices and applications, while also uncovering issues that may never have been formally logged as support tickets.

By highlighting the areas that have the biggest impact on productivity and satisfaction, Sentiment Analysis helps organisations prioritise technology investments more effectively and make decisions based on real user feedback rather than assumptions. Acting on this insight can also improve employee morale by demonstrating that user experience is being actively monitored and addressed.



Instant IT insights

Ask natural-language questions and receive immediate answers about device health, updates, and performance.



Faster issue resolution

Quickly identify and troubleshoot problems across the device fleet without digging through complex reports.



Smarter technology decisions

Use AI-driven insights and employee feedback to prioritise investments and improve IT planning.



Improved employee experience

Understand user sentiment, uncover hidden frustrations, and take action to boost productivity and

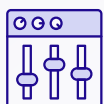
The HP Workforce Experience Platform (WXP) gives organisations a smarter, AI-enabled way to manage and optimise their technology environment — helping maintain employee productivity, reduce IT workloads, lower operational costs, improve device performance, strengthen security, and deliver a more seamless digital experience. It's a modern approach to workplace technology designed to ensure your technology finally works as hard as you do.

Why Xeretec for HP WXP?



Microsoft 365

Xeretec-exclusive HP WXP and Microsoft M365 License bundling



We look at your entire end-user computing strategy with you to ensure long-term goals are met



We support the entire device lifecycle: from supply and setup to management, security and disposal

Xeretec is the UK's exclusive provider of HP Workforce Experience Platform (WXP) alongside Microsoft CSP solutions, we give organisations direct access to one of the most advanced digital employee experience platforms available today.

As an established HP solutions specialist, Xeretec combines expert consultancy, deployment support, managed services, and ongoing account management to help businesses get the most from WXP. From improving device performance and employee productivity to reducing IT complexity and support costs, Xeretec provides a tailored approach designed around your organisation's goals.

Our Approach

Assessment-led Improvement

Most technology providers focus on selling products and services. We focus on solving problems and uncovering value.

Our assessment-led approach helps organisations identify hidden inefficiencies, duplicated costs, underused licensing, and unnecessary complexity across their IT environment.

We challenge assumptions, question legacy arrangements, and look beyond quick fixes to help customers make smarter long-term technology decisions. That means reducing waste, improving operational efficiency, strengthening security, and ensuring IT investments deliver measurable business outcomes

About Xeretec

We have a 35-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

Want to learn more?
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